

Call 614-233-2381
to request bus
passes for medical
appointments.

The Franklin County
Department of Job
and Family Services
Transportation Unit is
open from 7 a.m. to
5 p.m. Monday through
Friday (except County
holidays).

Franklin County Department of Job and Family Services
1721 Northland Park Avenue, Columbus, OH 43229



FCDJFS #123 (Revised August 2016)

QUESTIONS AND ANSWERS

**BUS &
PASSES**
for Medical
Transportation
Services



Franklin County Department of Job and
Family Services

Q

HOW DO I GET BUS PASSES FOR MEDICAL APPOINTMENTS?

A

CALL the TRANSPORTATION UNIT at 614-233-2381

to request that you be mailed the number of bus passes you need. Requests should be made 10 business days before your scheduled medical appointments.



Q

HOW MANY PASSES DO I NEED?

A

Each bus pass is good for one full day's travel on **COTA buses**. Regardless of how many appointments you have in one day, you may use one pass to ride the bus the entire day.

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DO MY CHILDREN NEED BUS PASSES?

A

Children under age 7 ride COTA for free. Children 7-12 are eligible for Youth Passes at a reduced rate.

Let us know if any of the eligible riders are in these age groups.

Q

WHAT IF MY BUS PASSES DO NOT ARRIVE?

A

If your passes do not arrive five days before your scheduled appointment, **call the Transportation Unit at 614-233-2381** and let them know that your requested passes have not yet arrived. We will confirm your current address and attempt to resend your requested passes.



Let us know immediately if your mailing address changes!